

# Keeping a Pet in Your Home

Tenant Guide | PPS-W07 | Version 2.0 | September 2026

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This guide explains how to ask to keep a pet at CODE, the rules that apply once a pet is approved, and how we deal with requests for emotional support animals. It summarises the CODE Students Tenant Pet Policy, which forms part of your tenancy agreement and applies if anything here differs from it.

## 1. If you want a pet: how to apply

You must have our written permission before bringing any pet into the building. Pets can only be considered in self-contained studios, not in shared cluster flats, because other residents may have allergies or personal, cultural or religious reasons for not living with an animal.

To apply, email your site team at [leicester@codestudents.co.uk](mailto:leicester@codestudents.co.uk) or [coventry@codestudents.co.uk](mailto:coventry@codestudents.co.uk) and tell us:

1. the type of pet, its breed, size and age, and how many pets you would like to keep;
2. how the pet will be cared for when you are away, including placements, holidays and exam periods;
3. for dogs and cats, that the animal is microchipped and its vaccinations are up to date;
4. that you have read and accept this policy.

We will reply in writing within 28 days. If we need more information we will ask within that time. Every request is considered individually. We look at the type and size of the pet, the size of your room, and the effect on other residents. For dogs we use The Royal Kennel Club's breed information on size, exercise needs and temperament, and our approach to pet welfare follows guidance from organisations such as the RSPCA and Blue Cross.

We may not be able to say yes to every request, for example where the pet is too large for a studio, would be left alone for long periods, is likely to cause noise or nuisance, or is banned or restricted by law (such as XL Bully dogs without an exemption certificate). If we refuse we will explain why in writing. Permission is for the pet approved only; a different, additional or replacement pet needs a new request.

## 2. Rules once your pet is living with you

- Your pet must not cause noise, nuisance or disturbance to others, including persistent barking, whining or scratching.
- Your pet must not be left alone for long periods. If you are away overnight or longer, your pet must go with you or be cared for elsewhere.
- You are responsible for any damage your pet causes to your room, communal areas or other people's property. Costs may be taken from your deposit, and you remain liable for anything above it.
- If your pet is a cat, we will remove the sofa from your room for the length of your tenancy. Cats have used our sofas as scratching posts in the past and the replacement cost is more than the deposit, so it is simpler for everyone to take it out before the cat arrives.

- Keep your room clean and hygienic. Pet waste must be disposed of properly, never through toilets, sinks or communal bins, and the room must be returned free of pet hair, odour and pests.
- In corridors, lifts, reception and courtyards your pet must be on a lead or in a carrier. Pets are not allowed in the gym, study rooms, social spaces or laundry.
- Your pet must be secured during any visit to your room by our staff or contractors.
- If the fire alarm sounds, leave immediately. Do not delay, or re-enter the building, to fetch a pet.
- You are responsible for your pet's welfare. If we have a reasonable concern about an animal we may ask to check your room, giving 24 hours' notice except in an emergency, and may contact the RSPCA or another welfare organisation.

If these rules are not kept we will write to you setting out what needs to change and give you a reasonable time to put it right. If the problem is serious or continues, permission may be withdrawn and the pet must leave the building within 14 days.

### 3. Emotional support animals

Assistance dogs, such as guide dogs, hearing dogs and medical alert dogs trained through Assistance Dogs UK charities, are not pets. They do not need permission and are welcome in any room. Please tell your site team before you arrive.

Emotional support animals are different. In the UK they have no legal status, and websites selling ESA certificates or ID cards have no legal standing, so please do not spend money on those. What matters is the Equality Act 2010, which asks us to consider reasonable adjustments for students with a disability, and an animal can be one of those adjustments. We therefore look at these requests on the strength of your evidence and your needs rather than as a pet request.

To apply, email your site team as in section 1 and include a letter from a clinician involved in your care, for example your GP, psychiatrist, psychologist, mental health nurse or a registered therapist (BACP, UKCP or HCPC). The letter should explain your condition, how it affects your day-to-day life and, most importantly, what your animal does to help you manage it. A note from your university's disability or wellbeing service confirming the animal is part of your support plan is very helpful too. Everything you send us is treated confidentially.

We will consider how much difference the animal makes to you, whether it can be kept safely in your room and the building, and the effect on other residents, and confirm our decision in writing. If we say yes, the rules in section 2 apply. If we cannot say yes we will explain why, look at other adjustments that could support you, and you can use our complaints procedure if you feel we have got it wrong.

### Resident acknowledgement

I have read and understood this guide and the Tenant Pet Policy, and I agree to keep to the rules above for any animal approved to live with me.

Name: \_\_\_\_\_ Room: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

For CODE Students: \_\_\_\_\_ Date: \_\_\_\_\_